

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In the application of : Mannion, Liam
Serial No. : 10/650,227
Filed : August 28, 2003
For : Improved Load Balancing in a Network of
Call Centers
Examiner : Nguyen, My Xuan
Art Unit : 2617
Customer number : 23644

RESPONSE TO FINAL OFFICE ACTION MAILED MARCH 25, 2008.

Honorable Director of Patents and Trademarks
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

In response to the final Office Action mailed March 25, 2008, applicant makes the following submission: